

OFFICIAL

9-7-01
3/11/01 TC

On page 23, please replace the paragraph beginning on line 26 with:

The application switch 304 is used primarily for routing of audio information and for interfacing with the speech platform 330 via the third T1 link 327. The application switch provides audio connectivity between the DMS 106 and speech platform 330 so that prompts and other audio information generated by the speech platform 330 can be relayed to the caller and so that speech input can be received by the speech platform from the caller. The fourth T1 link 229 is provided for coupling the application switch 304 to a manned operator workstation, e.g., via a channel bank. Thus, the fourth T1 link 229 provides a means of sending audio information, e.g., recorded compressed silenced removed speech, to a human operator to which a call is transferred.

IN THE CLAIMS:

✓ ✓ ✓
Please cancel claims 11-15 and 26-32, amend claims 1-8, 16-20 and 22-24, and add new claims 33-35 as indicated below. A redlined version of the amended claims is shown in Appendix A which is attached to this amendment. A full clean set of the pending claims, including the current amendments is set forth below:


Pending claims 1-10, 16-25 and 33-35 are set forth below:

1 1. (Amended) A telephone call processing method, comprising
 2 the steps of:
 3 operating a call processing device to provide an
 4 automated operator position identified by a first operator
 5 position identifier;
 6 operating a telephone switch, coupled to said call
 7 processing device, to provide a call, requesting
 8 information, to the automated operator position identified
 9 by said first operator position identifier; and
 10 wherein the step of operating a call processing
 11 device to provide an automated operator position includes:
 12 i. operating the call processing device to
 13 collect call related information in an automated
 14 manner;
 15 ii. operating the call processing device to
 16 transmit a call transfer instruction to the switch
 17 to cause the switch to transfer the call to a
 18 manned operator position for additional call
 19 processing, the manned operator position being
 20 identified to the switch by a second operator
 21 position identifier; and
 22 iii. operating the call processing device to
 23 transfer at least some of the collected call
 24 related information collected in an automated
 25 manner to the manned operator position.

1 2. (Amended) The method of claim 1, wherein said call
 2 processing device is an operator workstation, the method
 3 further comprising the step of:
 4 operating said call processing device to provide a
 5 manned operator position at the same time as it provides

6 said automated operator position, the manned operator
7 position being identified to the switch by a different
8 operator position identifier than said first operator
9 position identifier.

1 3. (Amended) The method of claim 1, wherein operating the
2 call processing device to provide an automated operator
3 position further comprises:
4 performing a speech recognition operation on
5 speech received from the caller; and
6 prompting the caller for city and listing information.


1 4. (Amended) The method of claim 3, further comprising the
2 step of:
3 using the results of the speech recognition operation
4 to initiate a database look-up operation.

1 5. (Amended) The method of claim 4, wherein the collected
2 call related information transferred to the manned operator
3 position includes at least some data returned to the call
4 processing device in response to the database look-up
5 operation, the step of transferring at least some data to
6 the second operator position including the step of
7 transmitting data from the call processing device to the
8 manned operator position over a data link, that is separate
9 from the telephone switch, which couples the automated call
10 processing device to the second operator position.

1 6. (Amended) The method of claim 5, wherein the transfer of
2 at least some of the collected call related information is
3 performed in response to a signal from the manned operator
4 position.

1 7. (Amended) The method of claim 1, wherein the transfer of
2 at least some of the collected call related information is
3 performed in response to a signal from the manned operator
4 position.

1 8. (Amended) The method of claim 5, further comprising the
2 step of:
3 recording at least some audio information provided
4 by a caller to the call processing device; and
5 wherein the collected call related information
6 transferred to the manned operator position includes
7 recorded audio information.

1 9. The method of claim 8, further comprising the step of:
2 processing audio information provided by the
3 caller to remove silence therefrom prior to recording.

1 10. The method of claim 9, further comprising the step of:
2 performing compression on the audio information
3 provided by the caller prior to recording.

1 16. (Amended) A method of providing information to a caller,
2 comprising the steps of:
3 receiving a call at a telephone switch;
4 connecting the call to an automated call
5 processing device coupled to the switch;
6 operating the automated call processing device to
7 perform a line information database look-up operation using
8 automatic number identification information provided by the
9 switch;
10 performing a business directory database look-up
11 operation using location information returned from said line
12 information database look-up operation to identify multiple
13 businesses near the location of the caller; and

14 providing, to the caller, information on multiple
15 businesses near the location of the caller obtained from the
16 business directory database look-up operation.

1 17. (Amended) The method of claim 16,
2 wherein the automated call processing device is an
3 unmanned device;
4 wherein the business directory database look-up
5 operation is a restaurant listing look-up operation which
6 returns information on multiple restaurants near the
7 location from which the call was placed.

1 18. (Amended) The method of claim 17, further comprising:
2 performing a text to speech operation to convert
3 returned text information into speech.

1 19. (Amended) A method of providing information to a caller,
2 comprising the steps of:
3 receiving a call at a telephone switch;
4 connecting the call to an automated call
5 processing device coupled to the switch;
6 operating the automated call processing device to
7 determine the location of the caller using automatic number
8 identification information provided by the switch;
9 receiving from the caller a telephone number
10 corresponding to a destination which the caller is trying to
11 reach;
12 performing a database look-up operation, using the
13 telephone number information received from the caller, to
14 determine the address corresponding to the provided
15 telephone number;
16 performing a directional information database
17 look-up operation to determine a route from the location of
18 the caller to the destination; and

19 providing direction information to the caller.

1 20. (Amended) The method of claim 19,
2 wherein the step of providing direction information to
3 the caller, includes performing a text to speech operation.

1 21. The method of claim 20, wherein the step of providing
2 information to the caller includes the step of faxing
3 directions to a telephone number specified by the caller.

1 22. (Amended) The method of claim 19, wherein the automated
2 call processing device is an automated operator workstation,
3 the method further comprising:

4 operating the automated operator workstation to login
5 to the switch using an operator position identifier prior to
6 performing the step of connecting the call [second look-up
7 operation is a directional database look-up operation].

1 23. (Amended) The method of claim 18, wherein the automated
2 call processing device is an automated operator workstation,
3 the method further comprising:

4 operating the automated operator workstation to login
5 to the switch using an operator position identifier prior to
6 performing the step of connecting the call [second look-up
7 operation is a restaurant database look-up operation].

1 24. (Amended) The method of claim 18, wherein the step of
2 performing a text to speech operation includes:

3 operating a text to speech device coupled to the
4 automated device and to the switch to provide information in
5 the form of speech to the caller.

1 25. (Amended) The method of claim 18, wherein the step of
2 performing a text to speech operation includes:

3 operating a text to speech device included in the
4 automated device to provide information to the caller.

1 33. A telephone system, comprising the steps of:
2 a call processing device including means for
3 providing an automated operator position identified by a
4 first operator position identifier;
5 a telephone switch, coupled to said call
6 processing device, for providing a call requesting
7 information, to the automated operator position identified
8 by said first operator position identifier; and
9 the call processing device including:
10 i. means for collecting call related information
11 in an automated manner;
12 ii. means for transmitting a call transfer
13 instruction to the switch to cause the switch to
14 transfer the call to a manned operator position
15 for additional call processing, the manned
16 operator position being identified to the switch
17 by a second operator position identifier; and
18 iii. means for transferring at least some of the
19 collected call related information collected in an
20 automated manner to the manned operator position.

1 34. The system of claim 33, wherein said call processing
2 device is an operator workstation, the call processing
3 device further including:
4 means for providing a manned operator position at the
5 same time as it provides said automated operator position,
6 the manned operator position being identified to the switch
7 by a different operator position identifier than said first
8 operator position identifier.

1 35. The system of claim 34, wherein said call processing
2 device further includes:

3 means for logging onto said switch using said
4 first operator position identifier;

5 means for logging out from said switch using said
6 first operator position identifier; and

7 means for detecting when a human operator is
8 present at said operator workstation and for initiating a
9 logging onto the switch using the second operator position
10 identifier in response to detecting that a human operator is
11 present.

1